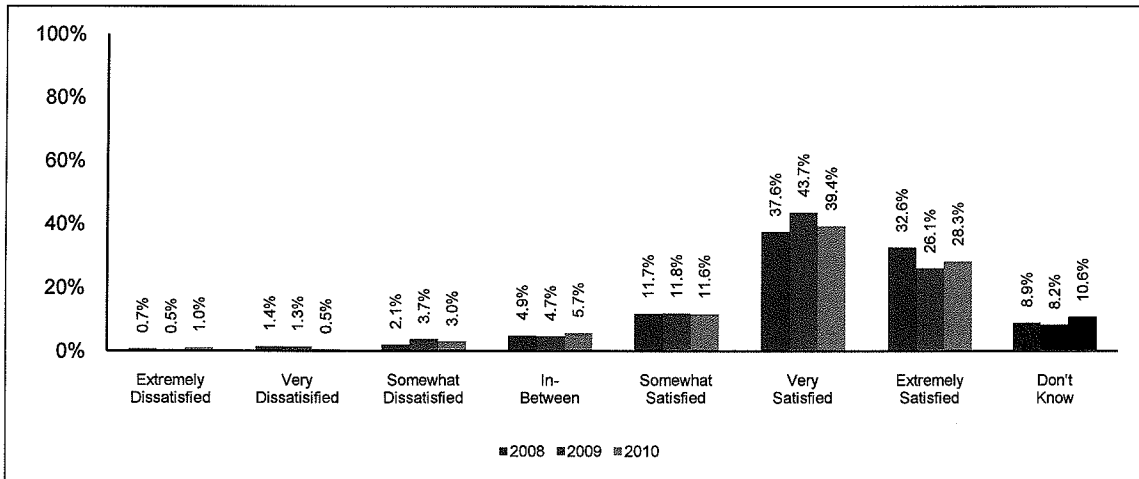


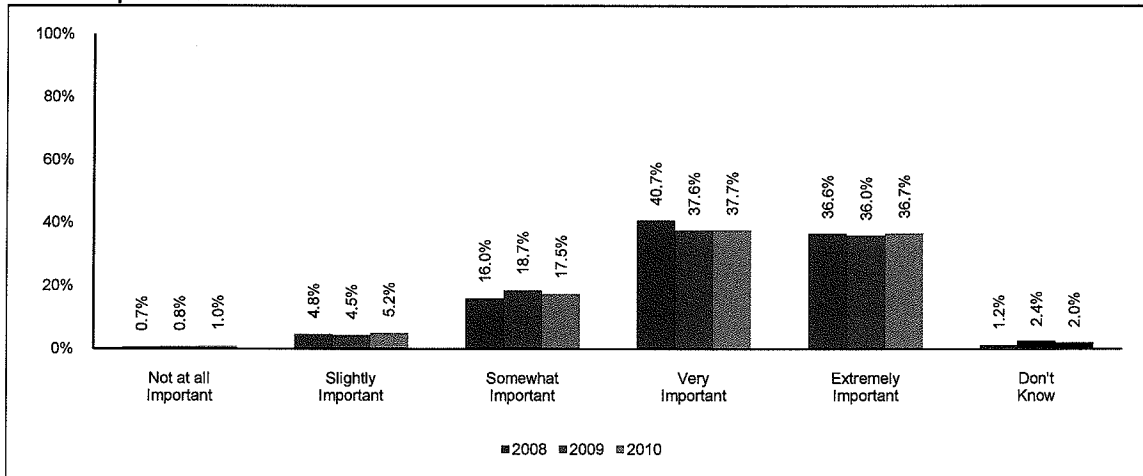
Libraries

Libraries ranked the third highest in customer satisfaction. In 2010, almost 68% of respondents indicated they were "Very Satisfied" or better with Libraries. This is down slightly from 2009, when almost 70% of respondents indicated they were "Very Satisfied" or better with Libraries. Over 74% felt that Libraries were "Very Important" or "Extremely Important".

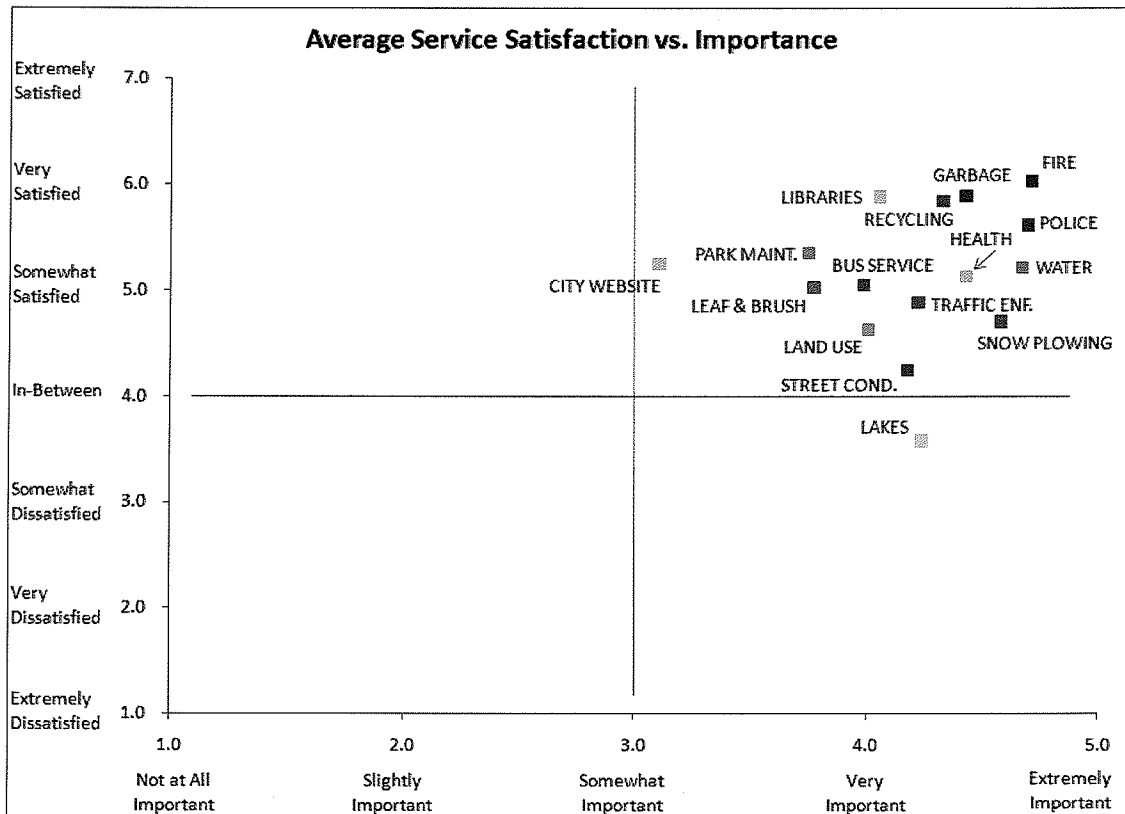
Service Satisfaction



Service Importance



The following is a scatter chart of the average responses of satisfaction and importance from the 2010 survey.



According to this summary of average responses, the City is doing a satisfactory job of providing all of the services subject to the survey and all of these services are seen as important. One exception stands out, which is Lake Quality. It is deemed by residents to be important, but the lakes are not widely held to be in good condition.

Following this summary and sample of the survey instrument is a breakout of the satisfaction and importance levels for each of the services featured in the survey. It includes a comparison of 2010 results to 2009. Also included is a verbatim tabulation of open-ended responses.

Comparing 2010 Results to Previous Years

With results from the third year of our survey in hand, we can begin to see where we have made some progress and identify areas where additional work may be needed. Comparing 2010 results to previous years offers the following highlights:

- For the third year in a row, Garbage Collection ranked the highest in customer satisfaction. For the third year in a row, Recycling Collection ranked second.
- Police Services saw the greatest two-year increase in satisfaction levels gaining over nine percentage points from 2008 to 2009 and seven percentage points from 2009 to 2010.
- Park Maintenance recovered from the loss of satisfaction levels from 2008 to 2009. Gains in 2010 may be the result of aggressive maintenance scheduling and conversion of park rangers to permanent status.